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children & families  
each year.

**DSHS**

*People Helping People*

Washington State  
Department of  
Social and Health  
Services

# **The Provider Open Communication Forum webinar will begin shortly. While you are waiting, please check your audio settings.**

You can use  
computer speakers  
or headphones.



You can dial in  
using a  
telephone.  
Long-distance  
charges may  
apply.



Your Dial-In  
Number,  
Access  
Code, and  
Audio PIN  
are located in  
the Webinar  
control  
panel.

☒ Audio

Audio Mode: ☐ Use Telephone  
☒ Use Mic & Speakers

**MUTED** 0000000000

[Audio Setup](#)

☒ Audio

Audio Mode: ☒ Use Telephone  
☐ Use Mic & Speakers

Dial: xxx-xxx-xxxx  
Access Code: xxx-xxx-xxx  
Audio PIN: xx

If you're already on the call, press #20# now.

## Sound Check

### If you are not hearing us through your PC, then:

- Your computer does not have a sound card
- Your speakers/headphones are turned off
- Your speakers/headphones are not plugged in
- Your PC is muted
- Your PC sound settings are incorrectly set
- Your GoToWebinar sound settings are incorrectly set

Go to  
[www.GoToWebinar.com](http://www.GoToWebinar.com) for  
support info

- ☐ We are broadcasting audio now!
- ☐ If you cannot hear anything and want to dial in, use the phone # after the word "Dial" in your control panel.
- ☐ Remember: Toll charges may apply.

☐ Audio

Audio Mode: ☒ Use Telephone  
☐ Use Mic & Speakers

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Dial: xxx-xxx-xxxx  
Access Code: xxx-xxx-xxx  
Audio PIN: xx

If you're already on the call, press #20# now.

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# Webinar Tips

- Attendee Control Panel
- Asking Questions

The screenshot shows the GoToWebinar Attendee Control Panel. It has a menu bar with 'File', 'View', and 'Help'. Below the menu bar are two main sections: 'Audio' and 'Questions'. The 'Audio' section includes an 'Audio Mode' dropdown with two options: 'Use Telephone' (unselected) and 'Use Mic & Speakers' (selected). Below this is a microphone icon followed by ten zeros, and a speaker icon followed by ten green bars. A link labeled 'Audio Setup' is below the audio controls. The 'Questions' section has a 'Questions Log' area with a scrollbar. Below the log is a text input field with the placeholder text '[Enter a question for staff]'. To the right of the input field are up and down arrow buttons. A 'Send' button is at the bottom right of the 'Questions' section. At the very bottom of the panel, it says 'Webinar Now' and 'Webinar ID: 900-649-029'. The GoToWebinar logo is at the bottom of the panel.

File View Help

Audio

Audio Mode: ☐ Use Telephone ☒ Use Mic & Speakers

0000000000

[Audio Setup](#)

Questions

Questions Log

[Enter a question for staff]

Send

Webinar Now  
Webinar ID: 900-649-029

GoToWebinar™

# Attendee Control Panel

- **Hiding the Control Panel**
  - Toggle Auto-Hide On/Off
- **Use this panel to:**
  - Set your sound preferences
  - Ask Questions and view answers
- **Your microphone should always be muted**
- **Do not use the hand raising icon**
  - We are not monitoring this feature



The screenshot shows a GoToWebinar Attendee Control Panel window. It has a standard Windows-style title bar with 'File View Help' and window control buttons. The main content area is divided into several sections:

- Audio:** Contains 'Audio Mode' with two radio buttons: 'Use Telephone' (selected) and 'Use Mic & Speakers'. Below this, it displays 'Dial: 773-945-1011', 'Access Code: 522-004-704', and 'Audio PIN: 98'. A note at the bottom of this section says 'If you're already on the call, press #98# now.'
- Questions:** Contains a 'Questions Log' area with a scroll bar. Below the log is a text input field with the placeholder '[Enter a question for staff]' and a 'Send' button.
- Footer:** Displays 'Webinar Now' and 'Webinar ID: 900-649-029' above the 'GoToWebinar™' logo.

On the left side of the window, there is a vertical toolbar with icons for muting/unmuting, hand raising, and other controls. A red mouse cursor is pointing at the top of this toolbar.



## Asking Questions

- You may ask questions anytime during the Webinar
  - Click the Questions option in the Webinar toolbar
  - Type in question
  - Click Send
- Selected questions will be answered during the Webinar
  - time permitting
- Questions will be reviewed for inclusion in future communications from DSHS

The screenshot shows the GoToWebinar interface. At the top is a menu bar with 'File', 'View', and 'Help'. Below it is a toolbar with a play button and a square button. The main content area has two sections: 'Audio' and 'Questions'. The 'Audio' section includes 'Audio Mode' with radio buttons for 'Use Telephone' (selected) and 'Use Mic & Speakers'. It also displays 'Dial: 773-945-1011', 'Access Code: 522-004-704', and 'Audio PIN: 98'. The 'Questions' section has a 'Questions Log' area and a text input field with the placeholder '[Enter a question for staff]'. A 'Send' button is located at the bottom right of the 'Questions' section, with a red arrow pointing to it. At the very bottom, it says 'Webinar Now' and 'Webinar ID: 900-649-029'.

# **Provider Open Communication Forum**

## **April 6<sup>th</sup>, 2011**

### **Agenda**

- 9:30 Introduction/Housekeeping**
- 9:40 Medicaid Benefits**
- 10:00 Labor & Industries**
- 10:30 ProviderOne**
- 10:40 Provider Resources Available**
- 11:00 Q & A**

# **Benefit Changes for January 1, 2011**

## **Elimination**

- **Adult Hearing Hardware Services**
- **Adult Vision Hardware Services**
- **Medicare Part D Co-Pays**
- **School-Based Medical Services for Children in Special Education**
- **Adult Dental Services**

## **Reductions**

- **Adult Podiatry Services**

## Benefit Changes for April 1, 2011

### Reductions

- **Adult Outpatient Physical, Occupational, Speech Therapies**
  
- **Watch for our Budget updates at:**  
<http://hrsa.dshs.wa.gov/News/Budget.htm>
  
- **Receive email notifications by signing up for our email list serve at:**  
<https://fortress.wa.gov/dshs/hrsalistsrvsignup/>



## Reference Guides DSHS - MPA

- See the Provider Training web site for links to recorded Webinars, E-Learning, and Manuals

<http://www.dshs.wa.gov/provider/training.shtml>

- General reference is the ProviderOne Billing and Resource Guide


[http://hrsa.dshs.wa.gov/download/ProviderOne\\_Billing\\_and\\_Resource\\_Guide.html](http://hrsa.dshs.wa.gov/download/ProviderOne_Billing_and_Resource_Guide.html)

- Fee Schedule web page

<http://hrsa.dshs.wa.gov/RBRVS/Index.html>

- Hospital Rates web page

<http://hrsa.dshs.wa.gov/HospitalPymt/Index.htm>

A banner for the Washington State Department of Social and Health Services (DSHS). It features a collage of diverse people, including a woman holding a baby, a young boy, and several adults. The text 'Helping 1.5 million children & families each year.' is in the top left. The large letters 'DSHS' are in the center, with the tagline 'People Helping People' in a script font below it. On the right, the full name of the department is listed next to a stylized logo of three figures.

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- **To close the webinar**
  - **Click the X button in the control panel**